

A LITTLE ABOUT WHAT CARE MEANS TO THE CONSUMER VOICE STAFF

Below is a list compiled by the Consumer Voice staff after completing the bulletin board activity themselves. As you can see, there is a wide range of words people may come up with. As a facilitator, you may need to prompt residents to start coming up with their own words. Encourage residents to keep words positive so that everyone who passes by the bulletin board can enjoy and appreciate them.

C

Care
Caregivers
Charity
Choice
Civil
Compassionate
Complaisant
Concerned
Consequences
Consideration
Consistent
Contribute
Cordial
Core Values
Courteous
Cultural Differences

A

Acceptable
Access
Accommodating
Accountability
Active
Activities
Advocacy
Aesthetic
Affectionate
Amiable
Approachable
Attentive
Aware
Awareness

R

Relatives
Reliable
Religion
Residents
Respect
Responsibility
Responsive
Revere
Rights
Role Models

E

Education
Effectiveness
Elevated
Empowerment
Enforcement
Engagement
Environment
Essential
Esteem
Ethical
Excitement



National Consumer Voice For Quality Long-Term Care

ACTIVITY IDEAS AND SUGGESTIONS

40 Words of Wisdom Reading - Kick-off Event

Audience: Residents, families, staff, volunteers, ombudsmen

Supplies: Consumer Voice *40 Words of Wisdom* book (you will have in time for Residents' Rights Month!), Facility Words of Wisdom Book (if you made one)

Purpose: To officially kick-off Residents' Rights Month 2015. To bring local dignitaries into the facility for tours.

Activity: Have a book reading of the book of compiled poems, essays and art that were submitted to the Consumer Voice from residents across the country. You could have one resident or staff member read them all, or pass the book around and have numerous residents read a submission. Be sure and recognize the residents who participated in the book submission to Consumer Voice, and have them read theirs even if it was not published in the book. Have residents read their own if they are able to.

Intergenerational Programming Idea:

If possible invite local schoolchildren to come read the poems and essays to the residents. This could also be an event that takes place at another time during the month.

Follow-up: Ask residents what they thought of the submissions.

ACTIVITY IDEAS AND SUGGESTIONS

Facility-wide Poetry/Essay/Short Story Challenge

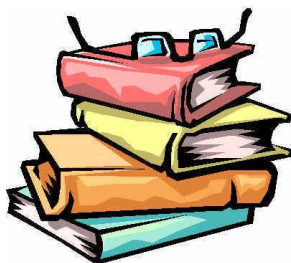
Audience: Residents, families, volunteers, and staff

Supplies: None

Purpose: Have residents, families, volunteers, and staff reflect on what CARE Matters means to them, and the experiences they have had.

Activity: Prior to Residents' Rights Month invite residents, families, volunteers, and staff to write a poem, essay, or short story about why "CARE Matters," what it means to them, and/or about the experience(s) they have had in the facility.

Follow-up: In conjunction with the Book Reading Kick-Off Event, have these stories read, or a selection of them. Create your own book or three-ring binder of all of the submissions. Consumer Voice would also love to receive a copy of your facility's book after the event!



ACTIVITY IDEAS AND SUGGESTIONS

Residents' Rights Month 2015 Bulletin Board

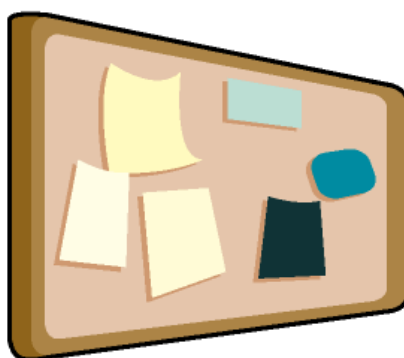
Audience: Residents, families, volunteers, staff, visitors

Supplies: Bulletin board, colored paper, markers, glue, scissors, tape

Purpose: To make the community aware of residents' rights, and all it entails.

Activity: Create a Bulletin Board around the "CARE Matters" theme. Ask residents what each letter in CARE means to them. Put all of the words on the bulletin board for everyone to see how much CARE *really does* Matter! There are some sample words included on the next page that Consumer Voice came up with for use in facilitating conversation and getting participants thinking. Also included are ready-to-go bulletin board letters.

Follow-up: Group Discussion



ACTIVITY IDEAS AND SUGGESTIONS

CAREgivers Appreciation Event

Audience: Residents, families, volunteers, staff

Supplies: Various, depending on event planned

Purpose: To recognize caregivers in long-term care facilities.

Activity: Ask the Resident and/or Family Council to plan a staff appreciation social hour or other event that recognizes careGIVERS Matter too! The Councils can give out awards to staff members who have made residents' lives better by the small things they do for them. This could be a nurse aide or nurse, but also housekeeping, maintenance, therapy, dietary, administration or other department staff member. Residents could write a short story about the person and why they were chosen, and share it during the event.

Intergenerational Programming Idea:

Residents may also chose to recognize all of the staff by making thank you cards with schoolchildren who come to visit, and having each resident who is able sign them. The cards could also be made by only residents without the help of children.

Follow-up: None.



ACTIVITY IDEAS AND SUGGESTIONS

Residents' Rights Month Word Games

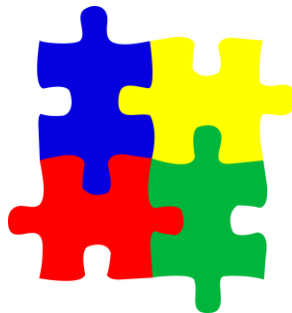
Audience: Residents, families, volunteers, visitors, staff

Supplies: Copies of the word games found in this packet, writing utensils

Purpose: To stimulate residents' mind, and provide an independent activity for everyone who chooses to participate.

Activity: Pass out copies of the word games included in this packet.

Follow-up: You may choose to have a competition with residents or staff (separately), and hand out small prizes to those who complete theirs.



Residents' Rights

Celebrate Residents' Rights

T S E T I I Y W R I Y T C E P S E R
C O S R E N H T S C O E R I N T I T
L A T R A O Y R N E N T O T A N M S
A E T S I I M G N I S R U N D E I N
C E R T A G O M T U O S O E R M O A
C E M L E I N E O E N I P M E R V R
E I M N Y L O E U O S E E N E E R Y
P O C T N E T S I S N O C I M W S S
T V G S E R U T A D E A I A W O S I
A I D E U T A P E G N C A T L P M C
B S P O T L M N T E S T S R S M L I
L I C N U O C T N E D I S E R E A M
E T I G C E Y R O T D V V T A M I R
D O E E H P N E W F R I E N D S I R
P R I V A C Y I O O T T G E C G A S
H S T R R E D U C A T I O N H C T T
N E E N I I D P L D T E A T I E I I
T H Y E T G I E I N C S S P C T R S
T D L C Y F R E E D O M U N V S Y A

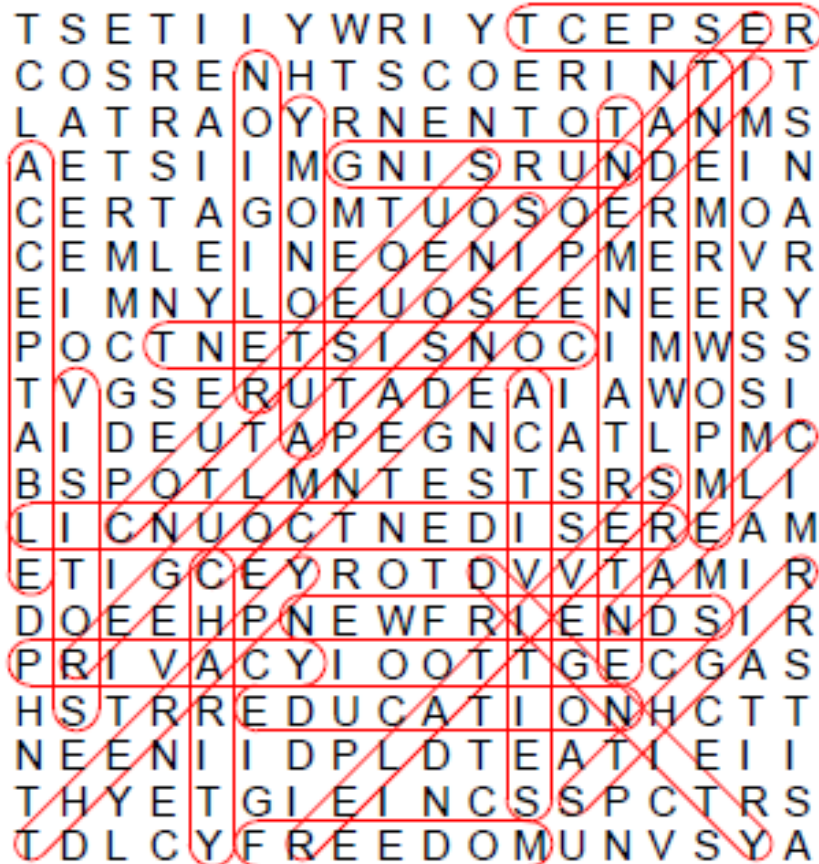
Acceptable
Charity
Consistent
Education
Freedom
Nursing
Relatives
Respect
Visitors

Activities
Clean
Courteous
Empowerment
Independence
Privacy
Religion
Rights

Autonomy
Compassionate
Dignity
Entertainment
New Friends
Regulations
Resident Council
Therapy

Residents' Rights

Celebrate Residents' Rights



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Autonomy
Compassionate
Dignity
Entertainment
New Friends
Regulations
Resident Council
Therapy

More Residents' Rights

S N E Q A V R D C E Y A N D I T C U
E F I C U S O R E E A O I G E A E I
C E F R O A N L R I V O N C R G I E
N T A O E N L U U E K I L E M O H N
E T S M S L S I A N T A G E O E C A
R E H A B I L I T A T I O N L F S O
E V A A E R C I D Y V E B S N F T N
F T F L R O A O A E O F E T E E E C
F E A S A O M A R M R F C R I C B L
I T V N V M T S M L E A L F S T F O
D H I I O I I Y M E A M T I O I N S
L I C C S I O A L V N I Y I F V R A
A C C O U N T A B I L I T Y O E A C
R A E O N S O C S L M L T N L N I A
U L F T A C O P E E E A E I E E A M
T F L I U I E L S F M F F E E S L O
L A U D L E T R F E F I I T E S S L
U N E L F S S E N E R A W A I E H E
C I M E T T E I K T A I N A H S A A

Accommodating

Amenities

Caregivers

Cultural Differences

Ethical

Leisure

Responsive

Accountability

Amiable

Concern

Effectiveness

Family

Quality of Life

Volunteers

Affectionate

Awareness

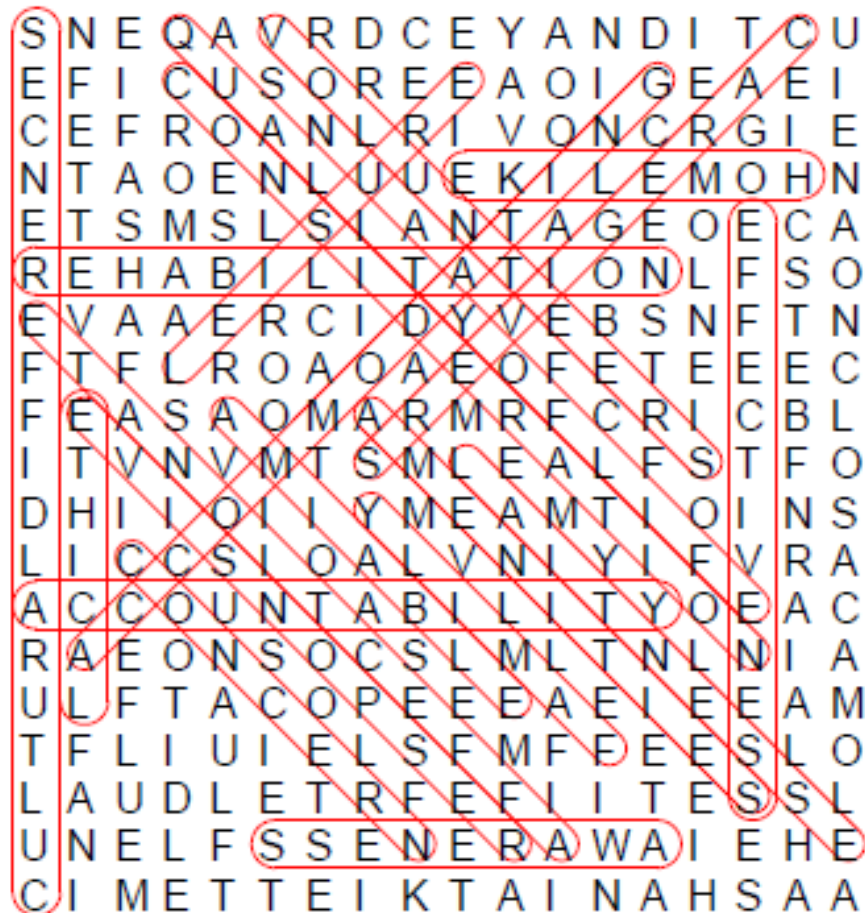
Consideration

Essential

Homelike

Rehabilitation

More Residents' Rights



Accommodating

Amenities

Caregivers

Cultural Differences

Ethical

Leisure

Responsive

Accountability

Amiable

Concern

Effectiveness

Family

Quality of Life

Volunteers

Affectionate

Awareness

Consideration

Essential

Homelike

Rehabilitation

Residents' Rights

Y L D N E I R F S E E I R A
T N E M E C R O F N E V U T
I R E L I A B L E E E S I T
L N S C O N E Y A A H C N E
A P P R O A C H A B L E A N
I I N O E R N I E A M S M T
T E A A V A E T D N P L S I
N C I E I S D V O I A E D V
E R S S T C O R A L I D U E
D N I A C C I B H L C O B S
I I E C A V H S H E U M M T
F A O C N T A O Y E A E O E
N E Y E E U N M I H A L S E
O U E S A F E T Y C P O T M
C O F S T N E D I S E R L H

Access

Approachable

Confidentiality

Environment

Fun

Physician

Role models

Active

Attentive

Core Values

Esteem

Health

Reliable

Safety

Advocacy

Choice

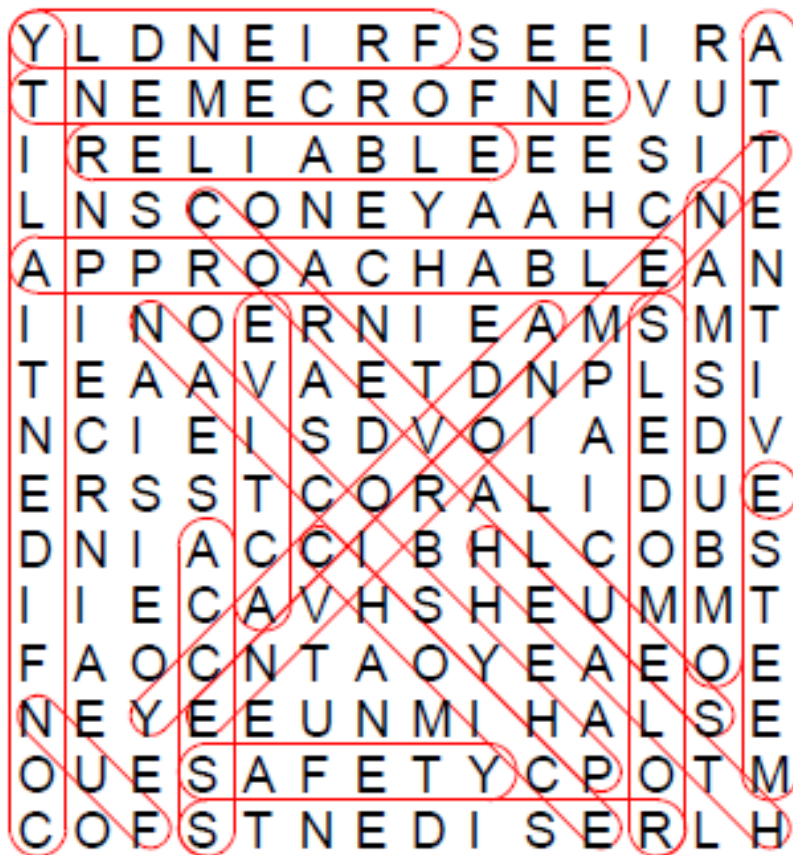
Enforcement

Friendly

Ombudsman

Residents

Residents' Rights



- | | | |
|-----------------|-------------|-------------|
| Access | Active | Advocacy |
| Approachable | Attentive | Choice |
| Confidentiality | Core Values | Enforcement |
| Environment | Esteem | Friendly |
| Fun | Health | Ombudsman |
| Physician | Reliable | Residents |
| Role models | Safety | |